



INDIANA DEPARTMENT OF TRANSPORTATION

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Eric Holcomb, Governor
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OFFICE OF PUBLIC INVOLVEMENT STANDARD OPERATING PROCEDURES

The Office of Public Involvement (OPI) within the Division of Communications promotes proactive public involvement activities and related services for INDOT projects, ensuring compliance with federal and state regulations/laws/statutes pertaining to public involvement in project selection, planning, development and delivery phases.

The Americans with Disabilities Act (ADA) (<http://www.usdoj.gov/crt/ada>) requires that individuals with disabilities be provided equal opportunity to participate in or benefit from public services, programs, and activities.

The Americans with Disabilities Act of 1990 (ADA)

Title II of the ADA applies to all public entities. It requires INDOT to remove architectural and programmatic barriers that exclude qualified individuals with a disability. The ADA also requires INDOT, upon request, to make reasonable modifications to its policies and programs to ensure that qualified individuals with disabilities have an equal opportunity to enjoy its programs and activities. INDOT is not required to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Title VI of the Civil Rights Act of 1964

INDOT values each individual's civil rights and wishes to provide equal opportunity and equitable service for the citizens of this state. As a recipient of federal funds, INDOT is required to conform to Title VI of the Civil Rights Act of 1964 (Title VI) and all related statutes, regulations, and directives, which provide that no person shall be excluded from participation in, denied benefits of, or subjected to discrimination under any program or activity receiving federal financial assistance from the U.S. Department of Transportation (DOT) on the grounds of race, color or national origin.

One of INDOT's program goals in implementing and adhering to its Title VI obligations is to improve the accessibility of its programs and activities to eligible Limited English Proficiency (LEP) persons, e.g. those persons who have a limited ability to read, write, speak or understand English. INDOT continues to strive to improve its data collection efforts to better track the actual number of LEP individuals encountered in the delivery of services so that INDOT may continue to evaluate the effectiveness of its LEP Implementation Plan.

INDOT has developed formal procedures in which services may be provided to include, engage and support stakeholders with disabilities as well as persons of Limited English Proficiency (LEP) during the transportation decision-making process.

SIGN LANGUAGE INTERPRETATION FOR HEARING IMPAIRED PERSONS:

1. Upon receiving a request from project stakeholder, member of public, INDOT business unit, contact OPI Manager

2. OPI Manager gathers all pertinent information then contacts Indiana Family and Social Services (FSSA)
3. Indiana FSSA's Deaf and Hard of Hearing Services (DHHS) reviews formal request for interpretation services, coordinates with OPI Manager to verify request and confirm date(s) when service is needed
4. Request is submitted by Indiana FSSA to coordinating service partners to determine if request can be accommodated within the time requested. The coordinating service partner for the area in which the service was requested will confirm the assignment with the OPI Manager upon filling the job request
5. Once an interpreter is assigned, OPI contacts appropriate INDOT office, district, section, business unit
6. Requests for interpretation services should be made two (2) weeks in advance of your event
7. Services are statewide and in most cases are provided at no charge to INDOT but rather as part of services provided by Indiana FSSA. However, depending upon the time, date and location in which the service is requested, INDOT may be incur charges for the support service.
8. Any cancellation of service should be done forty-eight (48) hours prior to your event. Failure to do so may result in INDOT being charged directly for the service

BRAILLE SERVICES FOR VISUALLY IMPAIRED PERSONS:

1. Upon receiving a request from project stakeholder, member of public, INDOT business unit, contact OPI Manager
2. OPI Manager gathers all pertinent information then contacts Bosma Industries for the Blind, Inc.
3. OPI Manager is assigned to a project manager at Bosma who reviews the document requiring Braille format conversion and prepares a price quote
4. OPI Manager discusses quote with INDOT section, district, business unit submitting the original request for Braille format conversion, prior to contacting Bosma with an approval
5. Requests for Braille format conversion should be submitted approximately 2 weeks prior to event
6. OPI to coordinate payment of invoice; services provided at cost to INDOT

LANGUAGE (In-Person) INTERPRETATION SERVICES:

1. Upon receiving a request from stakeholder or member of public, contact OPI Manager
2. OPI Manager gathers all pertinent information then contacts current vendor approved by the Indiana Department of Administration (IDOA) to discuss services required. Current vendor is Learning Training Centers <https://www.in.gov/idoa/2648.htm>.
3. OPI Manager is assigned to a project manager at Learning Training Centers, assigns an interpreter, determines the project scope and time required to complete assignment
4. OPI Manager discusses project scope and time required with INDOT business unit prior to issuing order to proceed
5. Requests for language interpretation should be submitted approximately 2 weeks prior to event
6. Interpretation services are available under the current State of Indiana QPA with Language Training Centers at cost to INDOT

DOCUMENT CONVERSION SERVICES:

1. Upon receiving a request from project stakeholder, member of public, INDOT business unit, contact OPI Manager
2. OPI Manager gathers all pertinent information then contacts current language interpretation and document conversion vendor using current State of Indiana QPA list <https://www.in.gov/idoa/2448.htm>
3. OPI Manager is assigned to a project manager at Language Translation Centers who reviews the document requiring translation and prepares a price quote
4. OPI Manager discusses quote with INDOT section, district, business unit prior to contacting vendor with order to proceed
5. Requests for document conversion should be submitted approximately 2 weeks prior to event
6. OPI to coordinate payment of invoice; services provided at cost to INDOT

ADDITIONAL INFORMATION:

What is a QPA?

Quantity Purchase Agreements (QPAs) are contracts between the state and vendors in which commodities are supplied to Indiana state agencies on an on-going, as-needed basis. QPAs benefit the state by enabling the state to aggregate its purchases to achieve bulk pricing. QPAs are awarded via the competitive bid process.

Bosma Industries for the Blind, Inc. – Braille services including transcribing from word, text documents (RFT or TXT), Excel, PowerPoint and/or hard copies <https://www.bosma.org/>. Services provided at cost to INDOT.

Indiana Family and Social Services / Deaf and Hard of Hearings Services (DHHS) - provides hearing impaired services including sign language interpretation, Communication Access Real Time (CART), and Video Remote Interpreting (VRI) services, 302 West Washington Street, Indianapolis, IN 46204
<https://www.in.gov/fssa/2328.htm>

FSSA, Deaf and Hard of Hearing Services (DHHS)

The DHHS procedures must be followed in order to determine if the agency may use the program. If accepted the services will be provided at no cost to the agency. If DHHS approves funding, the agency and DHHS will coordinate Interpreting, Video Remote Interpreting, or Computer Access Real-time Transcriptions available both live and remote, so State Agencies may provide services to individuals who are Deaf or Hard of Hearing
<https://www.in.gov/fssa/ddrs/2638.htm>.

IDOA QPA for In-Person Interpretive Services

Language Training Center - QPA 13314

The In-Person Interpretive Services contract establishes hourly rates based on the language selected. Note that this contract allows a minimum two hour rate if the services are not rendered and are not cancelled 24 hours in advance. Please be certain that the language required is accurate and that all parties are present earlier than the scheduled session time. The arrival of the Interpreter begins the billable time. Educational materials to assist those interacting with Limited English Proficient persons are available through the Contractor (for example, cards to communicate that interpretative services are being provided at no cost to the person). Video remote interpreting services are available on demand, 24/7. This service is billed per-minute and requires a high-speed Internet connection, webcam, and computer <https://www.in.gov/idoa/2648.htm>.

IDOT QPA for Telephonic Interpretation Services

Propio - OPA 13336

The Telephonic Interpretation contract establishes 24 hour/7 day a week interpretative services. The rates are billed by the minute based on the language selected. The contractor has educational materials, and provides awareness training, to assist those interacting with Limited English Proficient persons (for example, cards to communicate that interpretative services are being provided at no cost to the person). The contractor also provides upon request four way conference calling at no additional cost to the state
<https://www.in.gov/idoa/2649.htm>.